



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

January 15, 2021

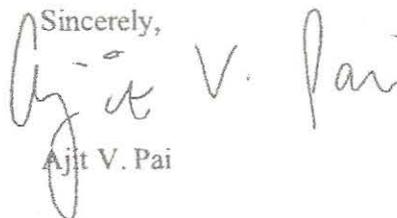
The Honorable Jerry McNerney
U.S. House of Representatives
2265 Rayburn House Office Building
Washington, DC 20515

Dear Congressman McNerney:

Thank you for your letter regarding data involving informal consumer complaints about the Commission's Keep Americans Connected Pledge and the COVID-19 pandemic. After your inquiry during the last oversight hearing in September, the Commission's Consumer and Governmental Affairs Bureau created a webpage (www.fcc.gov/covid-and-keep-americans-connected-complaints) that aggregates and categorizes the informal complaints received regarding the pledge and the COVID-19 pandemic. Additionally, the Bureau released specific source data regarding each of complaints that we received, including the date the complaint was filed, the type of complaint, the issue, and the consumer's city and state. This fulfilled my commitment to you from the hearing.

As you know, the Commission's informal complaint process involves serving the specific carrier with the consumer's billing and service complaint and providing a 30-day timeframe for the carrier to respond directly to the consumer and to the Commission. Overall, between March 13, 2020 and October 31, 2020, 99% of the COVID-related complaints received a provider response pursuant to our informal complaint process. With these results, additional action is not warranted at this time. Commission staff will continue to update the data already released in aggregate form on a monthly basis.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai